

Southern California Edison
2022-WMPs – 2022 Wildfire Mitigation Plan Updates

DATA REQUEST SET O E I S - S C E - 2 2 - 0 0 2

To: Energy Safety
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Job Title: IT Manager
Received Date: 3/15/2022

Response Date: 3/18/2022

Question 02:

Table 11 – Public Safety Power Shutoff data:

- a. In response to Data Request OEIS-SCE-22-001 Q08, you responded: “SCE is currently unable to provide planned outage data metrics due to recent IT system implementation issues. SCE has been working on this issue since discovering it and is aiming to resume providing Q1 2022 metrics for the Q1 2022 submission. SCE will seek to provide retroactive data for any previous quarters where this data was unavailable by the Q2 2022 submission.”
- i. Explain the IT implementation issue in sufficient depth that someone who is not an information technology expert would understand the issue. (Reminder: There is a process for the submission of confidential information if that is necessary.)
- ii. Provide the earliest date by which SCE will have planned outage data metrics to timely and adequately inform Energy Safety’s evaluation of SCE’s 2022 WMP Update.

Response to Question 02:

- i. At the time the loss of Planned Outage reporting was discovered, there was a system freeze preventing any modifications or adjustments aligning with the major customer service platform redesign (Customer Service Re-platform Program) implementation. The Customer Service Re-platform Program was implemented in April 2021 and required a system freeze until October 2021 to ensure system stabilization. During the system freeze, to minimize the risk to our environment, no changes were allowed to move to production. Once the Planned Outage loss was discovered, the team conducted an analysis to determine the root cause and identify requirements for mitigation. The team then began executing the mitigation to fix the issue once the system freeze was lifted.
- ii. We plan to have Planned Outage data available by the Q2 2022 submission date.